U.S. Department of Commerce
National Oceanic & Atmospheric Administration
National Marine Fisheries Service

EMAIL MIGRATION INSTRUCTION MANUAL

FOR

NOAA/NMFS/SEC USERS

CREATED BY IRM

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Introduction

NOAA is replacing the email server. This will affect everyone who uses the HQmail server. These changes will be to a secure communications technology with increased mailbox and attachment capacity. This involves a few steps. The first most critical part is re-configuration of the email client.

For those of you at the Miami facility and the labs, you can expect support from your local IT staff. Please let them know if you make this change yourself. For everyone else, this is a process that you must accomplish on your own. You can certainly contact us here in Miami for assistance.

We have created this instruction manual to assist you in making the necessary changes. Many users of the current email system have different configurations for their email clients. This document is setup to facilitate the different configurations so that everyone is updated correctly. The instructions are based on Windows versions of the email client, but MAC or Linux should be very similar.

If you are located in a facility where NOS runs the local network, contact them before making any changes.

1. Identifying Your Email Client

Before upgrading, you must identify the email client you are using. If you already know your email client, skip to the next section.

1.1. Webmail users

If you use Webmail exclusively, you still will have to change the way you access Webmail.

You will be advised that your mail box is migrating to the new server. Once that takes place you will use https://vmail.nems.noaa.gov to access your account. You will also be required to implement complex passwords and change them every 90 days.

You now have a choice! The old mail server was not available for IMAP connections outside the NMFS WAN. The new system will allow you to use IMAP from any location to access your messages. This means that you will be able to access your email from anywhere the same way you access your email from your desktop at your work location, from the client.

1.2. Pop mail users

If you use the POP protocol to retrieve your messages you must change to IMAP or Webmail.

1.3. Checking the help menu.

- Log into your email
- Click the help button
- Click about
- The name of your client should be listed

1.4. Client Software List

If your client is not in the list below, please see the contact list for assistance.
Thunderbird
Mozilla Suite
Outlook
Netscape

2. Identifying Your Mail Server

You should make changes only if your mail is configured to connect to HQmail.nmfs.noaa.gov, or the IP address 155.206.14.5

2.1. Finding the mail server settings.

2.1.1. Thunderbird
      Choose <Tools> then <Account Settings> then <Server Settings>
2.1.2. Mozilla Suite
      Choose <Edit> <Mail & Newsgroup Account Settings>
2.1.3. Outlook
      Check the help section of your client
2.1.4. Netscape
      See Upgrading to Thunderbird later in this document
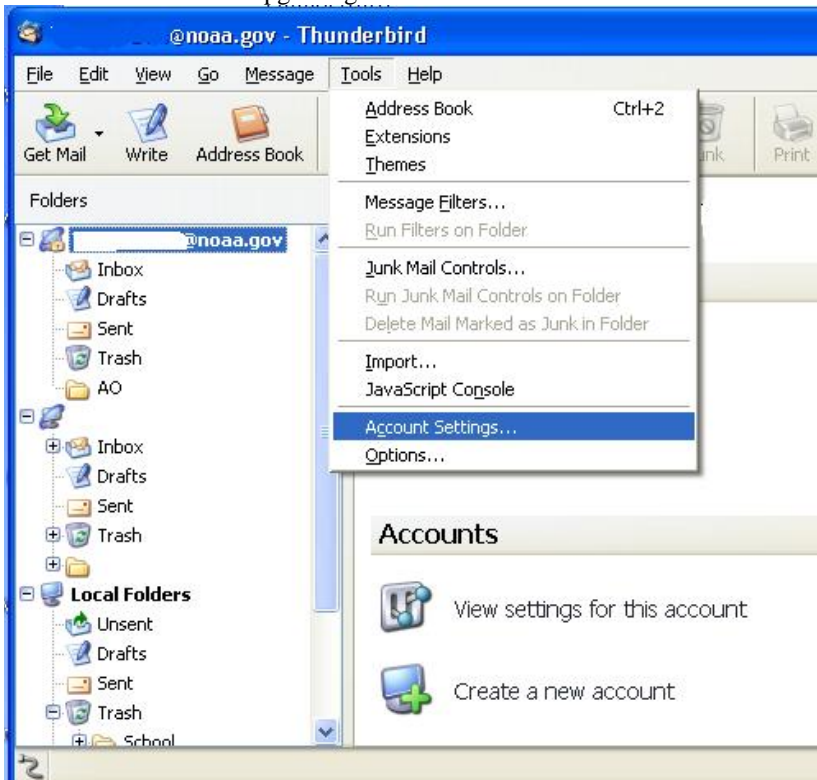
2.2. The Server Type

If the server type is not IMAP, please contact your local support or Miami for information on how to correctly configure your email for IMAP.

2.3. The Server Name

If the server name, SMTP server name, or "outgoing server" is HQmail.nmfs.noaa.gov then you will need to change your settings using the procedures listed in this document.

3. Changing your settings

If you already have a mail client installed, you can reconfigure the settings based on the procedure in this section. Because the interfaces are slightly different with each version, the instructions may not line up exactly with your interface. If you are unable to resolve these differences, please refer to the contact list at the end of this document for support.

3.1. Configuring an Account

3.1.1.   Changing the server

- Access your account settings as identified in section two. You will need to replace hqmail.nmfs.noaa.gov in two places
- Server settings /server name: mail.nems.noaa.gov
- Outgoing server(SMTP): mail.nems.noaa.gov

Comment [SM1]: Add screen shots

3.1.2.   Configuring the mail server security.
- Right Click your user name on the left hand column of the mail client window
- Go down and choose "Properties"
- In the account settings window, choose "Server settings"
- Under server settings check use secure connection: "SSL"
- In the left column under "Local Folders, Choose "Outgoing Server (SMTP)"
- Click on the entry that contains "mail.nems.noaa.gov"

- Click "Edit"
- Under "use secure connection:" , Choose "TLS"
- Click "OK"
- Click "OK" again to finish

3.2. Making the initial connection.

- Click on "inbox" from mail client window
- Choose "Accept this certificate permanently"
- Click "OK"
- Enter your email password.

3.3. Configuring Directory Services

- Right Click on your.name@noaa.gov located in the left column of the main email screen.
- Under Addressing Select "use a different LDAP Server"
- Choose" Edit Directories"
- Click "Add"
  - o   Name: LDAP-EAST
  - o   Hostname: ldap-east.nems.noaa.gov
  - o   Base DN: o=noaa.gov   (Note: letter 'O' NOT ZERO)
  - o   Port Number: 636
  - o   Check "use secure connection (SSL)"
- Click "OK"
- Click "OK" again
- Click the drop down menu under addressing
- Select "Use different LDAP server"

- Choose "LDAP-EAST"
- Click "OK"

4. Installing Thunderbird

We recommend Thunderbird as the preferred email client. If you have local support staff, they may have a different preference. Since they are the ones who will support you first, you should talk to them before installing this application.

4.1. Getting Thunderbird

If you don't already have Mozilla Thunderbird, you can download it.
Connect to the following website http://www.mozilla.com/thunderbird/
Click "Free download"

4.2. Starting the install

4.2.1. Navigate to where you downloaded the file.
4.2.2. Double click the installer program icon on your machine to begin the Setup program.
4.2.3. Follow the on-screen instructions in the setup program.
4.2.4. The program starts automatically the first time.

4.3. The installer Prompts

4.3.1. Welcome to Mozilla Thunderbird
   o Choose <Next>
4.3.2. Software License Agreement
   o Choose "I Accept the terms of the License Agreement"
   o Choose <Next>
4.3.3. Installation type.
   o Choose "Standard"
   o Choose <Next>

4.3.4. Summary Page

- o Click <Next>
- o Check "Launch Mozilla Thunderbird now"
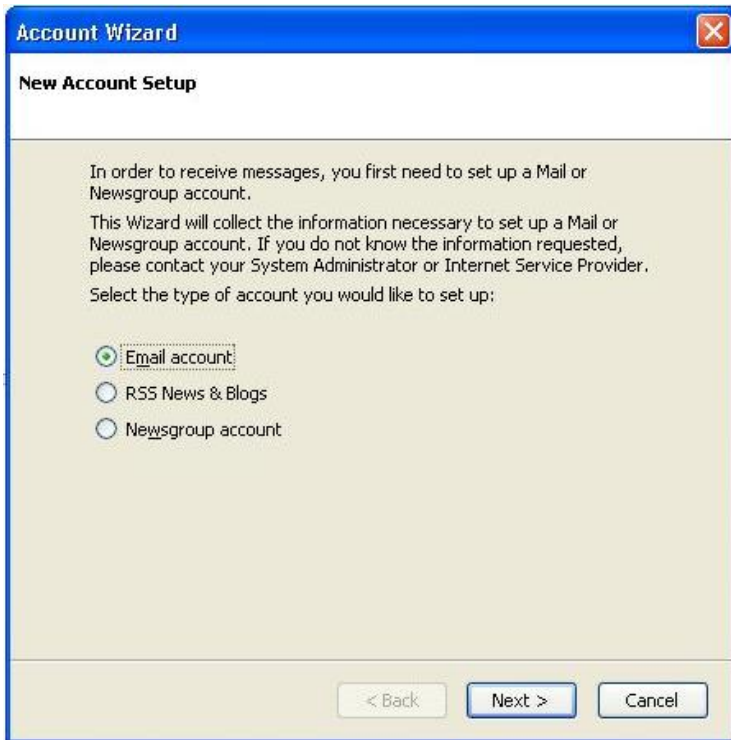- o Click "Finish"

4.4. Importing Settings

4.4.1. If you are upgrading from Netscape or a previous version of Mozilla Choose import for mail, settings and address book.

4.4.2. If you were not using mail on this computer, don't import anything.

4.5. Configuring an Account

- Under account type, Choose Email account

- Click <Next>
- Enter your name
- Enter your email address
- Example: Firstname.MI.Lastname@noaa.gov
- Click the radio button next to "IMAP"
- Incoming server: mail.nems.noaa.gov
- Outgoing server: mail.nems.noaa.gov
- Choose "Next"
- Choose "Next"
- Click "Finish"

4.5.1. You will see a mail client window.
 NOTE: You may also see "Connection to server mail.nems.noaa.gov timed out"
     If you see this click "OK"

4.5.2. Configuring the mail server security.
- Right Click your user name on the left hand column of the mail client window.
- Go down and choose "Properties"
- In the account settings window, choose "Server settings"
- Under server settings check use secure connection: "SSL"
- In the left column under "Local Folders, Choose "Outgoing Server (SMTP)"
- Click on the entry that contains "mail.nems.noaa.gov"
- Click "Edit"

- Under "use secure connection:" , Choose "TLS"
- Click "OK"
- Click "OK" again to finish
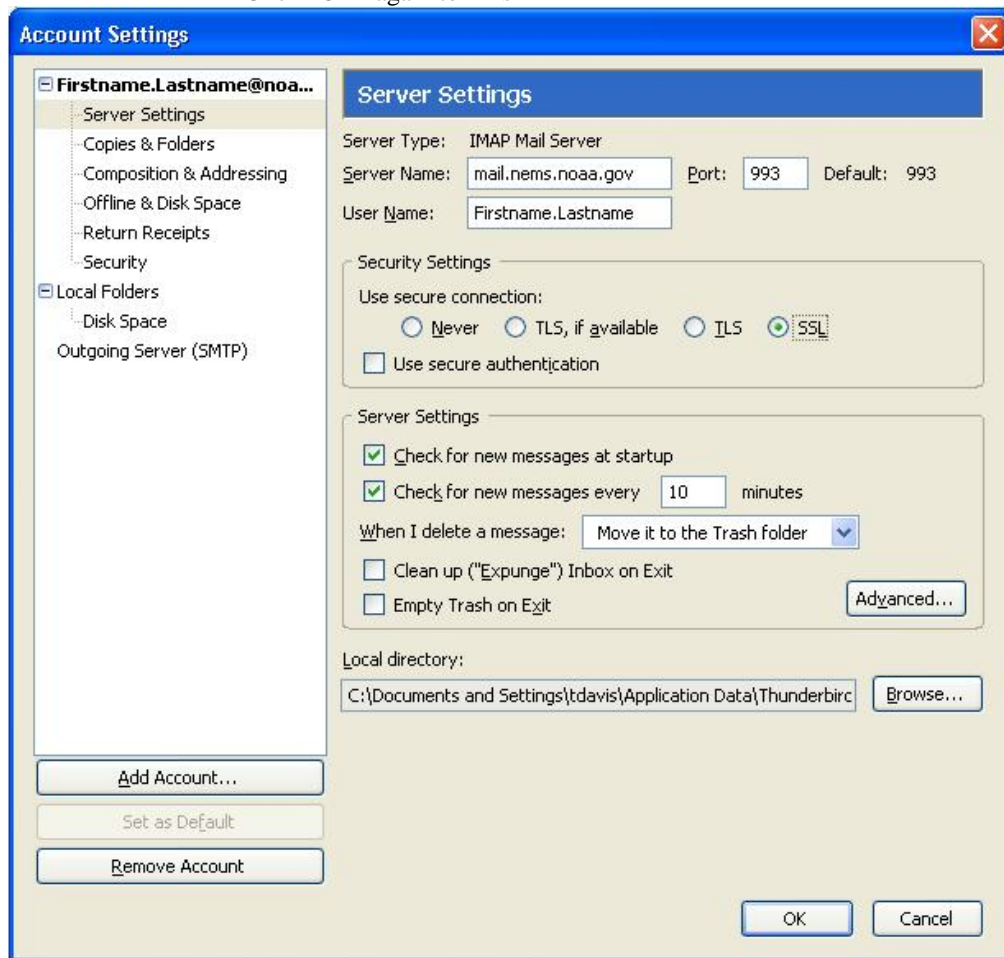

4.6. Making the initial connection.

- Click on "inbox" from mail client window
- Choose "Accept this certificate permanently"
- Click "OK"
- Enter your email password

4.7. Configuring Message Quotes

- Right Click on your.name@noaa.gov located in the left column of the main email screen.
- Choose properties
- Choose "Composition & Addressing" on the left hand side.

- Change "Start my reply below the quote", to "above the quote" using the drop down menu
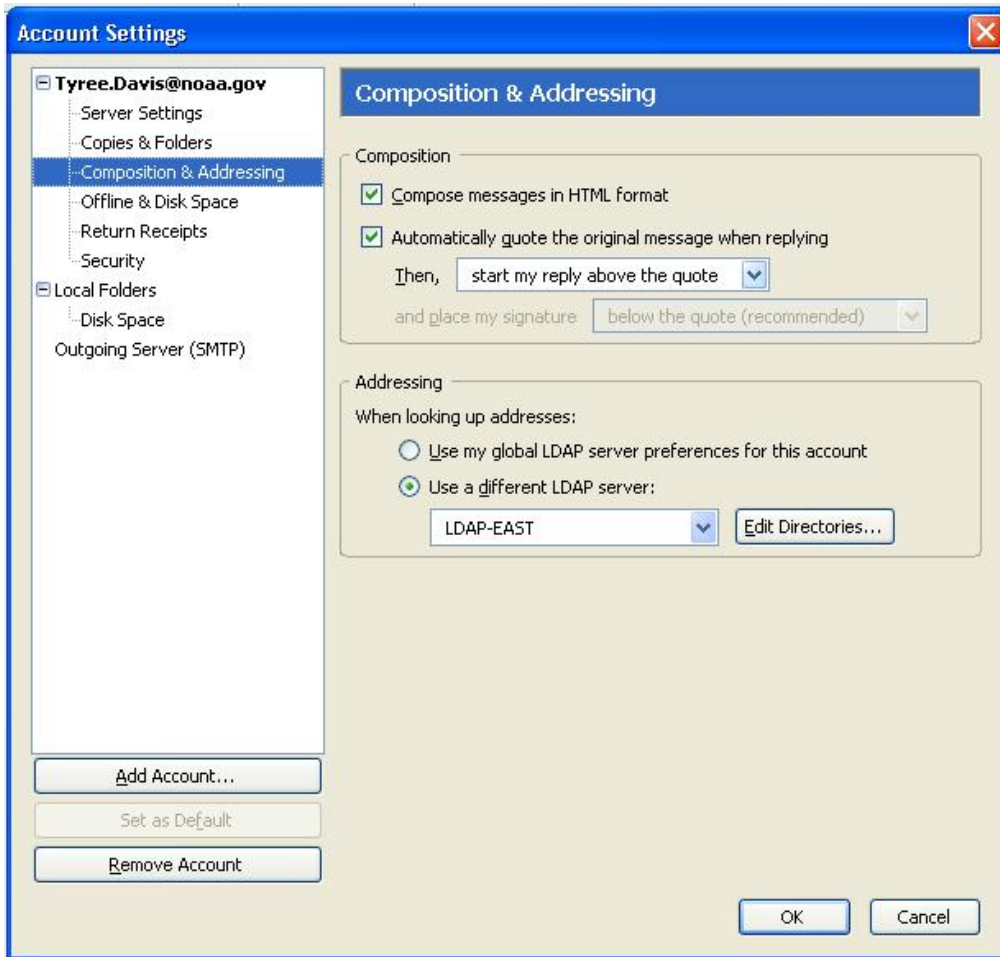
4.8. Configuring Directory Services

- Right Click on your.name@noaa.gov located in the left column of the main email screen.
- Under Addressing Select "use a different LDAP Server"
- Choose" Edit Directories"
- Click "Add" (See image in step 3.3)
  - o Name: LDAP-EAST
  - o Hostname: ldap-east.nems.noaa.gov
  - o Base DN: o=noaa.gov (Note: letter 'O' NOT ZERO)
  - o Port Number: 636
  - o Check "use secure connection (SSL)"
- Click "OK"
- Click "OK" again

- Click the drop down menu under addressing
- Select "use different LDAP server"
- Choose "LDAP-EAST"
- Click "OK"

5. Testing your mail by sending a message to yourself.

5.1. Create a new message.

- Choose "Write" from the main email screen

- Enter your name in the "To" address and verify that a list displays with your name on it to select from.

Note: If you get a message that reads "Website Certified by an unknown Authority"

- Choose accept this certificate permanently
- Click "OK"
- Type "test" in the subject and message boxes and click send.
- You will be prompted for your email password.
- Enter your password and press return.

Note: This extra password challenge will only happen on the first message you send after logging on each day.

5.2. If Sending Fails.

If your message fails to transmit, please see "Changing the Outbound Port."

6. Un-installing the Old Email Client.

6.1. Using the Add remove programs

Note: This step is for those of you who have upgraded from "Mozilla Suite" or "Netscape".
- Click on the windows start button.
- Select settings then control panel
- Select add remove programs.
- Locate Mozilla Suite or Netscape in the list and select remove.

6.2. Old files and settings

- Un-installing "Mozilla Suite" or "Netscape" will not remove any existing data or email.
- If you followed the upgrade procedure, these were imported into the new Thunderbird mail during the installation.

7. Changing the Outbound Port

7.1. Go to your server settings and select SMTP, Sending, or Outbound server.

7.2.   Change the port from 25 to 587 and save your change.

7.3.   Send a test message and verify that the message is sent.

8. Contact list

8.1. Miami

Patrick Gilles	305-356-4107
Tyree Davis	305-361-4564
Loyd Darby	305-361-4297

8.2. Panama City

Ken Siprell   850-234-6541 ext 201

8.3. Galveston

Frank Patella   409-766-3526

8.4. Mississippi Labs

Mark Mcduff   228-762-4591 ext 278

8.5. NOS co-located sites

Contact NOS staff first

You may also use Miami contacts

8.6. All Others

Use Miami contacts